MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2022/2023

BIM3024 – ERP IMPLEMENTATION

(All sections / Groups)

14 JULY 2023
9.00 A.M.- 11.00 A.M.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of 3 pages (including the cover page) with 3 questions.
2. Answer **ALL** questions. All the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

Answer all the questions based on the given scenario.

1. HBenjamin Company is a business organization that runs daily business activities such as accounting, finance, procurement, project management, supply chain, and manufacturing. They have decided to implement ERP System to integrate all the business activities under one centralized repository.

    a) Define what is ERP System.

    (5 marks)

    b) HBenjamin Company was facing challenges while implementing ERP. Present any **FIVE (5)** main challenges faced by HBenjamin Company while implementing ERP with an explanation of each.

    (15 marks)

    c) Since developing an ERP System is quite challenging, HBenjamin Company wanted to motivate their ERP Project team. Present any **FIVE (5)** tips for keeping them motivated.

    (15 marks)

2. Company XYZ wants to upgrade its ERP System with a few add-on functionality. They want to do resizing to do the upgrades. They have engaged SAP as their ERP vendor to do the sizing.

    a) Explain what is sizing.

    (5 marks)

    b) Illustrate the sizing workflow process of Company XYZ.

    (10 marks)

    c) Since they have access to systems, they can use tools to measure the current capacity utilization which can help with the sizing. Explain the approaches that SAP tool provides to do the sizing.

    (10 arks)

    d) List out any **THREE (3)** front-end and **TWO (2)** back-end that can be used to implement any ERP system.

    (5 marks)

Continues...

3. Company ABC wants to implement ERP System which has High Availability (HA) that involves the elimination of a single point of failure to make sure that if one of the elements such as the server fails, the service is still available.

   a) Explain what is High Availability.

   (5 marks)

   b) Show the difference between High Availability and Disaster Recovery.

   (6 marks)

   c) Present any **THREE (3)** types of ERP testing that should be done to ensure the system is free of error before it goes live.

   (9 marks)

   d) Present **FIVE (5)** tips for successful ERP testing.

   (15 marks)

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